

# FIRSTCARE

## Lubbock

Survey (CAHPS™3.0H) Results  
Response Rate 37%

### State Averages

Compiled from the 31 HMO  
companies surveyed  
Survey (CAHPS™3.0H) Results  
Response Rate 34%

Percentage who rated  
6 or lower

Percentage who rated  
7 or 8

Percentage who rated  
9 or 10

### State Averages

The bar graph is  
on a scale from  
0 = worst and  
10 = best.

On their health plan **22%** 40% 38%

**21%** 38% 41%

On their health care **13%** 31% 56%

**12** 35% 53%

On their specialist **12%** 30% 58%

**13** 29% 57%

On their doctor or nurse **14%** 33% 54%

**13** 35% 52%

Percentage who said they  
sometimes or never...

Percentage who said they  
usually...

Percentage who said they  
always...

### State Averages

Got care without long waits **22%** 35% 43%

**24%** 32% 45%

Had doctors communicate well **9** 31% 60%

**8** 30% 62%

Had courteous, respectful, & helpful office staff **8** 27% 65%

**8** 26% 66%

Had their plan handle claims quickly & correctly **9** 37% 54%

**11** 34% 55%

Percentage who said they had  
BIG problems...

Percentage who said they had  
SMALL problems...

Percentage who said they had  
NO problems...

### State Averages

Getting needed care **7** 12% 81%

**7** 15% 78%

With efficiency & helpfulness of customer service **5** 21% 74%

**7** 21% 72%